



*Mecklenburg County*  
*October 21, 2014*  
*@ 3:00 p.m.*  
*Agenda*

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## Building-Development Commission

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1. Minutes Approved
2. BDC Member Issues
3. Public Attendee Issues
4. Customer Service Center RFBA Proposal.....Jim Bartl/Amy Hollingsworth
  - o Review of RFBA.....Jim/Amy/Sandra
5. RDS Custom Plan Drawing Conversion .....Patrick Granson
6. Quarterly Reports
  - a. Consistency Team Report.....Tommy Rowland
  - b. TAB Quarterly Report.....Lon McSwain
  - c. Commercial Plan Review Report.....Melanie Sellers
  - d. Code Compliance Report.....Joe Weathers
7. Quarterly BDC Bulletin Exercise.....Jim Bartl
8. Department Statistics and Initiatives Report.....Jim Bartl
  - Statistics Report
  - Status Report on Various Department Initiatives
  - Other
  - Manager/CA Added Comments
9. Adjournment

The next **BDC Meeting** is scheduled for **3:00 p.m., November 18th, 2014.**

**Please mark your calendars.**

# BUILDING DEVELOPMENT COMMISSION

## Minutes of September 16, 2014 Meeting

Jonathan Bahr opened the Building-Development Commission (BDC) meeting at 3:07 p.m. on Tuesday, September 16, 2014.

**Present:** Jonathan Bahr, Travis Haston, Ed Horne, Chad Askew, Rob Belisle, Tom Brasse, Melanie Coyne, Hal Hester, Ben Simpson and John Taylor

**Absent:** Zeke Acosta, Bernice Cutler, and Kevin Silva

### 1. MINUTES APPROVED

*Tom Brasse made the motion to approve the BDC Meeting Minutes from the August 19<sup>th</sup>, meeting; seconded by Chad Askew. The motion passed unanimously.*

### 2. BDC MEMBER ISSUES

There were no BDC Member issues.

### 3. PUBLIC ATTENDEE ISSUES

There were no public attendee issues.

### 4. CUSTOMER SERVICE CENTER (CSC) PROJECT UPDATE

Melanie Sellers provided an update on the design progress of the CSC. The department is working with City Zoning and County Business Tax to secure temporary space for Phase I. Permanent space will be built for Phase II. The Senior Customer Liaison/CSC Manager position has been posted and applications are currently being reviewed. The LUESA Training Coordinator position will be posted soon. We are currently gathering information from City, Towns, State as well as our internal partners. This information will be compiled and organized into a comprehensive reference, or "Answer Book," for CSC staff to use when assisting customers.

Brian Page with BOMGAR remotely demonstrated the software which will be the central technological support to the CSC. After BOMGAR's presentation Q&A ensued as follows:

**TB:** Is it Apple friendly?

**SBE:** Yes

**BS:** How will it work with walk-in customers?

**SBE:** The Q-Flow system we currently have is also being reviewed for modification. One of the scenarios added to the Q-Flow process will be asking if the customer is a new customer and what type help they need. Once customer engages that button it will queue up one of the concierge and start a session. The concierge will meet the customer where they are in the building and begin the query process to determine what the customer is trying to accomplish.

**JT:** What if the customer is in queue and needs to transfer to a phone call interaction?

**SBE:** The customer will then be transferred to a phone call. We have leveraged all information gathered from the customer up to this point so they don't have to give the same information over and over again. The session can be transferred to a phone call and can also be recorded to assist the next staff member with resolution having the ability to review all history of session.

**JT:** Can the customer go back to the same session?

**SBE:** Yes, we are planning a numbering system so customers do not have to begin again.

**JT:** What if the customer experience is complete and the customer wants to go back and review what happened a month later because he is having a similar type problem.

**SBE:** Our plan is to supply the customer with a session number so that at any time they want to come back and review; we can retrieve what occurred in that process; eventually becoming part of the paperwork of the project review.

Pending RFBA approval; our next steps in design of the CSC are to contract with a consultant for infrastructure support, assessment and process guidance. Will then begin implementation of consultant recommendations, including procurement and setup BOMGAR software; begin procurement of

supporting technology and materials (phones, headsets, computers, office furniture, etc.); continue to work on the Answer Book; continue work modifying the phone tree; continue work modifying Q-Flow; continue hiring which includes on-boarding process for Phase I staff and to remain focused on the “express lane” options for plan/document pick up and drop off.

## **Preview of RFBA**

Jim provided background of this RFBA saying that in the October BDC meeting, we will present a CSC-RFBA in detail. This is a preview heads up; chance for you to ask early questions; no vote required today. Will send an electronic copy of full RFBA on or about Friday, October 17. Tentatively plan to have before BOCC on November 18. We will request a formal BDC vote on October 21. The proposal basics address four parts; 4 concierge positions (2 focused in the lobby, 1 focused on phone help center and 1 focused on web support); supporting technology acquisition; new software programs, plus modifications to existing, hardware and training; technology and process consultant; and hard construction (beyond the bridge strategy described in HMC renovation discussion). See below:

- Four FTE Concierge positions
    - FY 15 (13 pay periods)                      \$190,000                      FY 16 (26 pay periods) \$330,000
  - Technology (1)                                      \$405,000
  - Tech and Process Consultant                      \$ 70,000
  - Hard Construction (2)                              \$ 175,000
  - Approx. Total    \$ 840,000
- 
- Positions – funded by FY15 permit revenue Tech and Construction – funded by transfer from Special Fund
    - Note (1) Tech Cost – Software \$270k –Hardware \$ 60k – Training - \$75k
    - Note (2) Hard Construction - relocation of counters

**JT:** Is the cost after 2015 only salary cost which would be 2016 or do you have annual technology cost you have to pay for membership or is it total salary?

**JNB:** After this year the vast majority of cost will be in the FY16 pay periods, 80% will be a onetime cost (\$190k is backed out).

**BS:** Will the RFBA explain this?

**JNB:** We will tell you what continues for staff but it’s hard to estimate the continuing cost for technology.

**BS:** When purchasing software will you know the renewals and licensing cost at the time of purchase?

**JNB:** Not sure we will have those numbers for the October meeting.

**SBE:** We will know the average cost and the average licensing cost for the first year including the maintenance agreement.

**JNB:** The continuing maintenance is typically part of last year’s budget.

**TB:** Will what you plan to roll out impact the County and City processes? I know you flew out to Nashville to see how they operate.

**JNB:** We’ve discussed the impact with the City. Nashville’s approach is similar but not as extensive. Ours is much more advanced.

**TB:** The Airport and Nan Peterson’s group need to be involved. Are they able to be added as a drop down person for interaction; the true integration goal?

**JNB:** It’s one of the basic ideas about the concierge. They can integrate other agencies that need to be involved in discussions whether it is with the City or the Towns.

Jim informed members there would be no vote today, made all members familiar with what’s coming up in the October meeting and to expect the advance information packet no later than Friday, October 17<sup>th</sup>.

The advance information packet will consist of the RFBA, the justification memo and will try and include as much information as possible when describing the technology components involved.

## **5. MF ELECTRIC INTERPRETATION UPDATE**

Joe Weathers provided an update of the MF Electric Interpretation saying this concludes an 18 month dialogue with the Charlotte Apartment Association regarding how electric services may be disbursed on low or mid-rise apartment buildings. He noted that the Department's original interpretation was based on a verbal direction from NCDOI received in February 2013, March 2014 and written direction in April 2014. He went on to say that NCDOI recently revised their interpretation and we quickly changed our interpretation to align with DOI's revision. After confirming with NCDOI that we understood their interpretation correctly, we immediately advised the Charlotte Apartment Association of same. Below is the official interpretation as directed by Ron Chilton with NCDOI and advised to GCAA on September 8<sup>th</sup>.

*Multi-family buildings with 12 or more units shall be considered sufficiently large per 230.2(B)(2) and allowed to have multiple services, provided all of the following conditions are met:*

- *The number of services (locations) allowed shall not exceed the total number of units plus one for the house panel, divided by six, rounded to the next higher number.*
  - *Example for a fourteen-unit building:  
(14+1)/6 = 2.5) rounded up to 3 would allow 3 services (locations).*
  - *Example for an eighteen-unit building:  
(18+1)/6 = 3.16 rounded up to 4 would allow 4 services (locations).*
- *The distance between services shall be a minimum of 50 feet.*
- *Each service (location) shall have no more than six main disconnects.*

We will distribute the official interpretation to our external customers during consistency meetings, NotifyMe email blast, announcements at trade association meetings, posting interpretation to the Electric Interpretations web page, as well as sending e-mails to AIA & PENC requesting they post notice to their web sites.

## **6. PERMIT COST LISTED ON A PROJECT**

Patrick Granson provided an update of permit charges to a contractor's account and how we grouped those on the BB&T Ballpark. This includes a study of long term technology changes required to fully automate the related work flows. On September 2nd, the Department delivered a summary response to John Taylor, including data on the 28 permits total; 17 building permits and 11 trade permits. We then followed up with a conference call to confirm this addressed the questions posed. Patrick went on to say that the related technology changes have been deferred until both POSSE-Winchester and Avolve programming are in place.

## **7. HMC RENOVATION PROJECT UPDATE**

Jim Bartl shared an update of the HMC renovation project saying that on August 19<sup>th</sup>, LUESA Director, Ebenezer Gujjarlapudi proposed a \$1.3M renovation project on HMC 1<sup>st</sup> floor, to the Executive Team (County Manager, Dena Diorio and key upper management), assuming LUESA would be located in HMC through about 2020. The Executive Team's instruction was to pursue a 'Plan B', which would entail LUESA moving to a different location far earlier than 2020. Interim Code Enforcement modifications have been scaled down, now estimated at \$500k. The cost will be covered by a transfer from the Departments' Special (reserve) Fund and includes hard construction cost to create immediate/temporary CSC and other lobby changes as well as cubicles and modular desk stations at various 1<sup>st</sup> floor locations which will eventually move to the new location. The long term LUESA

location strategy is still being developed. We will have more direction after 1/1/15 and will update the BDC thereafter.

**CA:** So both options are on the table for 2015?

**JNB:** No we only have one option which is Plan B.

**CA:** So the intent is the move will be new permanent space and not temporary space?

**JNB:** Yes

**TH:** HMC will more than likely be demolished and sold?

**JNB:** That's the plan torn down and sell it.

**TH:** Tenant not moving in behind you?

**JNB:** Not that I know of.

## **8. DEPARTMENT STATISTICS AND INITIATIVES REPORT AUGUST STATISTICS**

### **Permit Revenue**

- August permit (only) revenue - \$1,715,601, compares to July permit revenue of \$2,079,120,
- Fy15 budget projected monthly permit rev;  $\$20,593,309/12 = \$1,716,109 \times 2 = \$3,432,218$
- So August permit revenue is virtually same as monthly projection
- YTD permit rev = \$3,794,720, is above projection (\$3,432,218) by \$362,502 or 10.56%.

**RB:** Last year we were \$4MM over projection; can we put 10% in a budget item special fund for next year's budget so when looked at; it doesn't appear you cleared \$5MM in revenue; let's give some of it back to the customers so you don't have to explain that the excess turns into a rainy day fund. It would be better to allocate that to a rainy day fund so it's already embedded in the budget; due to the increased scrutiny of this organization?

**JNB:** Include a monthly estimate of growth into a certain fund as part of the budget?

**RB:** Where is the special fund capped off?

**JNB:** Rule of thumb we've used since concept was created in 1999 between the BDC Chair Bonaface and Jerry Fox the county manager before Harry Jones; was that 30% - 35% of annual budget would be enough to fund the ride down in a recession. Rough number but the recession of 2008-2011 cost approx. \$8.5MM. Now we're at \$12MM; well over the 30% goal. We are taking money out of it; \$500K coming out for renovating HMC as well as the RFBA staffing that will be brought to you next month. It is reasonable to expect when planning for a final move we will turn to that fund and take money out of it.

**RB:** Seems you have a lot of exposure there to the uneducated person looking at the budget; you guys just generated an extra \$5MM last year and why is that fair to the developer? Whereas if you put a line item allocation in the budget it is already explained.

**JNB:** That's a topic for discussion as part of the budget process. The short answer is when you propose the budget in the coming year the expenses and revenue have to balance. If you show revenue at a certain level you have to show expenses that match. The expense you would show in building up the reserve fund and the question is if the BOCC would buy into opening up the reserve fund when you have the levels we have. Don't know how to answer that now. That's part of the budget subcommittee discussions we have in February or March. In February we did an exercise where we had a lot of discussions about whether or not we would cut fees and we put some numbers on the table for the subcommittee to pick from and your suggestion was to leave the revenue alone where it was. One of the things this allows you to do is to add positions and you proposed a healthy increase in staffing of 26 positions and that happened because we didn't cut fees. First you can do what you proposed doing as part of the FY16 Budget process. Between now and then monitor the monthly revenue, look at the level and how it compares to our projections directly tied to our expense and will give you a sense for what you can do. When you get into the budget process you will look at performance level and whether or not we perform on benchmarks.

**RB:** The survey results were not too kind to us. When people start finding things they aren't happy with including our revenue streams and see a surplus of revenue; they are going to start asking questions. Just trying to be proactive about how to minimize the damage. They are going to see a \$6MM write up on a budget neutral organization and are going to get irritated. I would be if I were a developer. If we show we are losing money it's irrelevant. If we show we are running in the red and feeding the reserve fund it doesn't matter and gives us more leverage.

**CA:** Jim, how is that revenue differential illustrated? Projected revenue to projected expenses.

**JNB:** Budget is not built around excess but identified expenses because we are a fee funded operation.

**CA:** Where is the overage identified?

**JNB:** Doesn't exist right now on a bookkeeping side. Shows up at the end of the year when expenses fall short or revenue is in excess.

**TH:** We didn't go into the budget saying there is \$5MM we are going to make this year.

**RB:** We are up \$12MM during the last couple of years.

**TH:** We were losing money in '08-'11.

**CA:** Several things we need to keep in mind is to keep that money in reserve to recession proof because otherwise it would be difficult to fund. Keeping in mind increases and betterments but the third piece as we go through task force to resolve and work through issues identified it would not surprise me if issues recognized will require solution funding and is it getting funded through reserve fund or increase in fees.

**JNB:** Three ways to fund; onetime expense such as the (CSC), revenue coming in higher than projected or raising fees.

**RB:** If you identify it in the budget, people aren't seeing that it is a special reserve fund. Right now there is no line item for special reserve fund. It's what we have at the end of the year to dump in there. In four months we are going to have \$1MM worth of surplus.

**TH:** Instead of balancing the budget are you saying to identify the profit margin?

**RB:** 10% of cost is for the reserve fund; every year \$200k is allocated to budget so it doesn't show up as 10% above permit growth; it shows up that we are at revenue zero.

**JNB:** The point you make is valid and especially coming out of the recession and \$500K in the red. General fund lent us the \$500K to get through the recession. As we sit here today; we are above the 30-35% target. Seems this is something that should be deferred to the budget subcommittee in February and if the subcommittee wants to have a discussion on this we are certainly happy to participate.

**TH:** Do you like to keep \$8MM-\$9MM in the special reserve fund at all times?

**JNB:** Two things; we look at a percentage of the overall budget estimated at 30 – 35% or currently \$7.5 – \$8MM. Practically; to ride through the last recession we burned through \$8.5MM and was on the negative side of revenue projections. Technically that is what it takes; we have more than that now but we know that fund is going to be hit several times (renovation, planning for long term location).

**RB:** Increase it to 75%; call it a day; put it in a fund nobody can touch then start another fund for improvements? When people get angry they look for ways to fix things and they don't understand why we generate \$6MM extra and they didn't get the service out of it. What is the exposure because of that?

**JNB:** The survey results were a certain size sampling. At the same time in the July meeting we delivered results from the AE feedback tool which had a far larger sampling. The select committee survey had 90 responses, of that 68/69 were a part of things we can work with; 60 had to do with our work. The AE feedback tool provided a field of over 10K responses and of those 95% were positive. You have more than one source to look at of how customers are perceiving our services.

**EH:** If you put that in a line item; could look like you are setting up a slush fund.

**JNB:** Board would have to sign off that it is a legitimate expense. I think coming out of the recession you could have justified it. Sitting here today; it will be hard to do it. We don't have anything to apologize for the size of the fund given the hit we took during the recession; we laid off 46% of our staff and it took \$8.5MM to find the bottom and determine how to rebalance service.

**RB:** Permit fees generated 25 new inspectors and we only have 20, so now the excess money goes into the reserve fund; doesn't go back to the client, it doesn't go back to the guy that had the expectation of 30 inspectors because the budget balanced.

**CA:** Jim do we have a policy statement available of what goes into this fund?

**JNB:** Vote by BOCC in 1999, Marvin Bethune can explain the legal basis; the money is set aside to be used by the department and cannot be used by anyone else. Not even the board can say to take the money from reserve fund and spend on Water and Land Resources or Solid Waste, not even the board can instruct to do this. There is a legal basis for it and have to go back in to the board records of 1999 when voted on.

**TH:** What happens if we go back into a recession like we did and we have \$1MM in reserve fund? How would we cover the cost?

**JNB:** Lay-offs or the general fund has to step in. As many as we had to lay-off, we still had to use the general fund and were \$500k in the red. This is a fee funded department and determines a lot of budgeting decisions you folks make with us. We have to project revenue to balance expenses as we also are trying to predict services on all sides as to what is going to happen (revenue/service demand).

**CA:** Did you say the special fund is used for one time expenditures?

**JNB:** Typically it is only used for 1 time expenditures. The purpose is used as a service cushion in case the economy collapses and we go through the same thing again. At that point the only way to cover expenses is with a reserve fund.

**CA:** If we feel there is an excess of reserve fund do we determine a policy we believe that in a recession we will need a certain dollar amount to ride that down; and if the special fund balance is in excess of that; how do we deal with those additional dollars?

**JNB:** We already have that agreement 30%-35% times the annual budget for the department. Then if you have questions whether you are taking in too much money then you want to cut your fees or as last year, increase staff.

**CA:** Are we concerned that we are taking in too much money? Or are we being perceived that we are taking in too much money?

**RB:** Can we give rebates back at end of year once we establish the special fund (say we want to take in \$3MM per year) all else back to customers as rebate so we become once again budget neutral?

**TH:** When the building department loses money are they going to send customers a bill at year end?

**JT:** What was the excess fund?

**JNB:** \$8.5

**JNB:** Rebates at end of year is complicated. Rebate permit programs require action by the general assembly and I'll have to ask the county attorney. Do you want to deal with this again next month? We'll add it as a topic to the agenda or do you want to divert to the FY16 budget process?

**RB:** Maybe instead of saying 35% we say 70% until we figure this out.

**JNB:** You can put it into a budget subcommittee discussion. The department and the subcommittee will have to agree on it; then you bring it back to the BDC at large and then it will go on to the Manager's office and BOCC. Subcommittee and department will have to agree first then the Manager's office will have to agree.

### **Construction Value of Permits Issued**

- August total - \$362,638,011, compares to July total - \$537,844,737 (or June total of 392,456,728);
  - Residential; \$150.95M, compared to \$198M in July 2014 and \$107.4M in Aug 2103
  - Commercial; \$2111.7M, compared to \$339.9M, in July 2014 and \$252.15M in Aug 2103
- YTD at 8/31/14 of \$900,482,748; 48.9% above Fy13 constr value permit'd at 8/31/13 of \$604.7M

### **Permits Issued:**

	<b>July</b>	<b>August</b>	<b>3 Month Trend</b>
<b>Residential</b>	5379	4171	5563/5242/5379/4171
<b>Commercial</b>	3219	2758	3014/2959/3219/2758
<b>Other (Fire/Zone)</b>	511	492	511/566/511/492
<b>Total</b>	9109	7421	9088/8767/9109/7421

- Changes (July-August); Residential down 22.5%; commercial down 14.4%; total down 18.53%

**Inspection Activity: Inspections Performed**

Insp. Req.	July	August	Insp. Perf.	July	August	% Change
<b>Bldg.</b>	7621	7124	<b>Bldg.</b>	7304	6913	-5.35%
<b>Elec.</b>	9431	8158	<b>Elec.</b>	9237	7976	-13.65%
<b>Mech.</b>	4710	4143	<b>Mech.</b>	4558	4139	-9.2%
<b>Plbg.</b>	3377	3391	<b>Plbg.</b>	3325	3309	-0.5%
<b>Total</b>	25,139	22,816	<b>Total</b>	24,424	22,337	-8.55%

- Changes (July-August): all down; ELEC -13%+, Mech 9%+, Bldg 5%+, Plbg <1%
- Inspections performed were 97.9% of inspections requested

**Inspection Activity: Inspections Response Time (new IRT report)**

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	July	Aug	July	Aug	July	Aug	July	Aug
Bldg.	81.1	80.1	96.8	95.7	99.4	98.9	1.21	1.24
Elec.	57.2	50.3	92.0	80.2	98.7	95.5	1.54	1.73
Mech.	72.5	73.8	96.8	96.1	99.7	99.2	1.30	1.31
Plbg.	84.5	83.5	98.6	99.0	99.7	99.9	1.17	1.17
<b>Total</b>	<b>71.0</b>	<b>68.8</b>	<b>95.2</b>	<b>90.8</b>	<b>99.3</b>	<b>97.9</b>	<b>1.35</b>	<b>1.42</b>

- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**, so the new IRT report indicates the August average is currently **16.2% below the goal range.**

**Update on Hiring Process**

Given by Gene Morton saying we have 18 vacancies, a few retirements and some folks out on medical leave. We are struggling yet interviewing all types focusing more on electrical mechanical.

**CA:** Where is the biggest difficulty finding folks or qualified folks w/ salary and benefits?

**GM:** Competing with the industry. They are paying more than we are paying right now.

**CA:** You have a fixed salary range that the county allows you to offer?

**GM:** That is correct.

**G. Mullis:** We had two out of the last three we offered positions that could not take a pay cut to come to work for us.

**GM:** This information is being shared with the County Manager's office and Ebenezer. Asking for a salary review from the CM office they are shorthanded and we are having to wait for this.

**JT:** Do they have to do it or can you hire it out?

**GM:** They have to do it.

**TH:** It's hard bringing someone in paying them more than the guy that has been doing the work.

**GM:** Yes, but we have ways we can work with this.

## **Inspection Pass Rates for August, 2014:**

OVERALL MONTHLY AV'G @ 81.68% in August, compared to 82.34% in July

<b><u>Bldg:</u></b>	July – 78.11%	<b><u>Elec:</u></b>	July – 79.61%
	August – 77.54%		August – 77.75%

<b><u>Mech:</u></b>	July – 84.76%	<b><u>Plbg:</u></b>	July – 92.00%
	August – 85.95%		August – 90.21%

- Bldg down <1%, Elec and Plbg down <2%, Mech up >1%
- Overall average down .66% from last month, and above 75-80% goal range

## **OnSchedule and CTAC Numbers for August, 2014**

### CTAC:

- 118 first reviews, compared to 120 in July.
  - Projects approval rate (pass/fail) – 67%
  - CTAC was 37.4% of OnSch (\*) first review volume (118/118+197 = 315) = 37.4%
- \*CTAC as a % of OnSch is based on the total of only scheduled and Express projects

### On Schedule:

- January, 13: 140 -1st rev'w projects; on time/early–89.12% all trades, 94.25% B/E/M/P only
- February, 13: 142 -1st rev'w projects; on time/early–81.125% all trades, 94.25% B/E/M/P only
- March, 13: 137 -1st rev'w projects; on time/early–87.5% all trades, 91.5% B/E/M/P only
- April, 13: 149 -1st rev'w projects; on time/early–94.375% all trades, 94.5% B/E/M/P only
- May, 13: 216 -1st rev'w projects; on time/early–96.375% all trades, 96.25% B/E/M/P only
- June, 13: 191 -1st rev'w projects; on time/early–96.88% all trades, 97.5% B/E/M/P only
- July, 13: 197 -1st rev'w projects; on time/early–90.375% all trades, 92% B/E/M/P only
- August, 13: 210 -1st rev'w projects; on time/early–89.4% all trades, 93.5 B/E/M/P only
- September, 13: 203 -1st rev'w projects; on time/early–89.88% all trades, 92.5% B/E/M/P only
- October, 13: 218 -1st rev'w projects; on time/early–88.75% all trades, 91.25% B/E/M/P only
- November, 13: 207 -1st rev'w projects; on time/early–95.87% all trades, 94% B/E/M/P only
- December, 13: 157 -1st rev'w projects; on time/early–96% all trades, 92.5% B/E/M/P only
- January, 14: 252 -1st rev'w projects; on time/early–92.38% all trades, 94% B/E/M/P only
- February, 14: 199 -1st rev'w projects; on time/early–85% all trades, 95.25% B/E/M/P only
- March, 14: 195 -1st rev'w projects; on time/early–97.38% all trades, 95% B/E/M/P only
- April, 14: 242 -1st rev'w projects; on time/early–94% all trades, 90.5% B/E/M/P only
- May, 14: 223 -1st rev'w projects; on time/early–97.63% all trades, 96% B/E/M/P only
- June, 14: 241 -1st rev'w projects; on time/early–94% all trades, 95% B/E/M/P only
- July, 14: 203 -1st rev'w projects; on time/early–90.4% all trades, 96% B/E/M/P only
- August, 14: 248 -1st rev'w projects; on time/early–85.75% all trades, 96% B/E/M/P only

### Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on September 1, 2014, showed
  - 1-2 hr projects; at 2 work days booking lead, except City Zoning at 4 work days
  - 3-4 hr projects; at 2 work days booking lead, except City Zoning at 4 days
  - 5-8 hr projects; at 3-4 days, except MP- 12, and City Zoning- 13 work days.
- CTAC plan review turnaround time; BEMP at 6 work days, and all others at 1 day.
- Express Review – booking lead time was; 5 work days for small projects, 6 work days for large

## **STATUS REPORT ON VARIOUS DEPARTMENT INITIATIVES**

### **Follow Up From BDC August Meeting**

FY14 End of Year (EOY) Revenue/Expense summary slide was sent to all BDC members on August 20, 2014.

#### **Department Demeanor on AE Sealed Documents**

After our last meeting, Ben Simpson asked to participate in discussions with the County Attorney on this, so Jim is extending the same invitation to BDC AE members J. Bahr, C. Askew, R. Belisle and B. Cutler. The next planning meeting with Marvin Bethune will address two Select Committee topics:

- a) *CEO's staying within their authority when commenting on AE sealed documents.*
- b) *When the Department will/will not accept AE sealed documents for code compliance verification.*

Currently working on draft department position to support the discussion, to include six cased studies and will send to Marvin Bethune later this week. The meeting with Marvin Bethune will likely occur in early October; invitations will go to all BDC-LDP seal holders.

### **Updates on Other Department Initiatives in the Works**

#### **AE-GC-Builder Task Force**

The first meeting of this Task Force will be held on September 25, 2014 from 9:30 – 11:30 in Charlotte 1 & 2. Invitations were sent out to the industry on 9/4 and 9/8 to include 7 BDC members, 8 Select Committee member volunteers, 8 CCTF reconvene members and 7 AIA Charlotte members. We have 15 representative acceptances to date. We will address “best practice” in the overall strategy and will assign five topics for direct task force discussion/recommendation. These topics include: best practice summary; for industry & department, audit project input requirements in POSSE & EP, consistency, field to office, contractors with high pass rate getting a reward and allocation of inspection trip time limits among varying project sizes. Ten other topics will be developed by Department work groups and reported into the task force meetings. Task force members will be invited to participate in those discussions as interested. The early work done on this includes advanced planning with Marvin Bethune on legal class, discussions on Department authority and AE seals, and previously reported on the CSC development regarding staff and customer training on process training and customer liaison and concierge roles.

#### **Hybrid Collaborative Delivery Team Status**

Howard Grindstaff updated the BDC on various developments within the Hybrid Collaborative Delivery Team. Howard shared that construction of the HCDT Bullpen is now complete. The team has taken over the space and is moving forward with their training. Cheryl Scott-Parker has now transitioned to the counter as of 9.10.14. The Smart Board Installation is now complete and we are in and actively working in this space. Interviews for the open Code Official position will take place on Friday, September 12, 2014. We had 85 total applications; 13 applications accepted, 6 chosen for interview and 1 has accepted the Inspection Supervisor's job. Our current projects are the VA Health Care Center; they have received the blanket permit and the first model update was today. The inspections and construction is proceeding on schedule. Martin Chemistry building addition submitted for DEMO permit and should be approved 9-11-14. Also scheduled to submit for their blanket permit and footing foundation deliverable on 9-15-14. Plan Review training on Bluebeam, Navisworks and Autodesk Design Review is ongoing for Code Officials. Training on use and functions of smart board is being scheduled. The team is now available to back up On-schedule Plan Review if needed.

### **Report on September 9th NC Building Code Council Meeting**

The NC Building Code Council (BCC) met in Raleigh, NC on September 9. The following votes or discussions occurred, relevant to the BDC and Department's work. The BCC considered 8 new code change petitions, granting all. The BCC held a public hearing on 20 code change petitions. The BCC took final action on 8 code change petitions, approving six, denying one and returning one to committee. Other BCC actions of note; Emergency/Temporary Code change regarding low emissivity glazing; this rule allows a builder who has concerns about adverse effect from window reflectivity (damage to adjacent property) to bi-pass code requirements regarding installing low-e windows (not required by code

to use low-e windows). The builder is the sole judge of adverse effects. This is a temporary change until a permanent rule fix is put in place and applies only to single family and townhome construction. The public hearing on this had extensive testimony; the BCC later voted to approve it. This rule will be in place for 270 days after the Rule Review Commission reviews and comments on the Emergency Rule (around October 1). The BCC has until that time to replace the Emergency Rule with a permanent code change. The BCC also voted to create an Ad Hoc Committee to work on the permanent code change. Fiscal Note Requirements; the BCC discussed a recent legislative change, requiring fiscal note data to be submitted with the initial (Part B) code change proposal. The responsibility of the proponent, this applies regardless of whether the code change increases or decreases cost. The BCC voted to change back to a two day quarterly meeting schedule, with one day addressing appeals and committee meetings and another day addressing Part B, C & D agenda items.

### **CONSISTENCY DATA REPORT FOLLOW-UP**

A memo was sent to you answering the questions posed during July 15 presentation on September 8<sup>th</sup>. We assume that addresses all questions raised.

### **Agency Representative Assistance**

We need help from the agency representatives. Gene will get in touch w/ you to schedule this and discuss these issues.

### **Electrical Scope Meeting**

We may be coming to you for help on this.

### **Manager/CA added comments**

No Manager or CA added comments.

## **9. Adjournment**

The September 16<sup>th</sup> meeting of the Building Development Commission adjourned at 4:52 p.m. Next meeting of the Building Development Commission is scheduled for, Tuesday, October 21, 2014.

# THIRD QUARTER 2014 CONSISTENCY REPORT

## ELECTRICAL

There were 3 electrical consistency meeting this quarter.

The July Meeting covered 9 topics.

The August meeting covered 11 topics.

The September meeting there were 16 QAs and we had 19 Electrical Contractors show up and participate

## BUILDING

Building had 3 Residential Consistency Meetings and 3 Commercial Consistency Meetings.

In the July meetings there were 8 residential questions and 8 commercial questions. There were 11 contractors in the July residential meeting.

In the August meetings there were 12 residential questions and 9 commercial questions. There were 9 contractors in the August residential meeting.

In the September meetings there were 9 residential questions and 12 commercial questions. There were 9 contractors in the September residential meeting.

## Mechanical/Plumbing

There were 3 Mechanical consistency meetings and 3 Plumbing consistency meetings this quarter. During this quarter the format was changed to incorporate instructional classes into the consistency meeting that last about an hour. Class subjects are represented below in parentheses.

For the Mechanical meetings there were 3 QA's (Commercial Venting) for July, 5 QA's (Wet Venting) for August and 5 QA's (Water Heater Installation) for September.

For the Plumbing meetings there were 6 QA's (Gas Piping Part 1) for the July, 4 QA's (Gas Piping Part 2) for August and 4 QA's (Exhaust Systems) for September.

Contractors/Designers that attended the Mechanical meetings are as follows; 4 July, 3 August and 4 September.

Contractors/Designers that attended the Plumbing meetings are as follows; 2 July, 2 August and 0 September.

## **Third Quarter TAB Report 2014**

There was only one TAB meeting this quarter on September 22<sup>nd</sup>. In addition to introducing new members, the only topic for discussion was Cross Laminated Timber. All the members that were in attendance showed interest in the product. The meeting was concluded with the direction to contact the manufacture/representative and arrange a presentation of the product and to answer the committee's questions for further consideration. We are currently scheduled to have the representative present to the October 15<sup>th</sup> meeting.

# COMMERCIAL PLAN REVIEW QUARTERLY REPORT

## 3rd QUARTER 2014

7-1-14 through 9-30-14

### PROJECT PASS RATE

Projects Passed on 1<sup>st</sup> review: 74%  
Last Quarter Pass Rate: 69%

Projects Passed on 2<sup>nd</sup> Review: 81%  
Last Quarter Pass Rate: 81%

Building: 86% (85% last quarter)  
Electrical: 89% (83% last quarter)  
Mechanical: 83% (83% last quarter)  
Plumbing: 83% (82% last quarter)

### MOST COMMON DEFECTS

**Building:** Appendix B  
Exit Requirements  
Energy Summary  
Hardware  
Doors, Gates and Turnstiles

**Electrical:** General  
Service/Feeders  
Branch Circuits  
Grounding and Bonding  
Air Cond. & Amp; Refrigerating Equip.

**Mechanical:** Exhaust Systems  
Duct System Installation  
Fresh Air Requirements  
Equipment Location and Installation  
Gas Piping Sizing and Installation

**Plumbing:** Installation of Plumbing Systems  
Sanitary Drainage Piping & Materials  
Venting System Installation  
Water Distribution Piping and Materials  
Installation of Traps and Interceptors

**APPROVED AS NOTED (AAN) ALL TRADES:** 35% (32% last quarter)

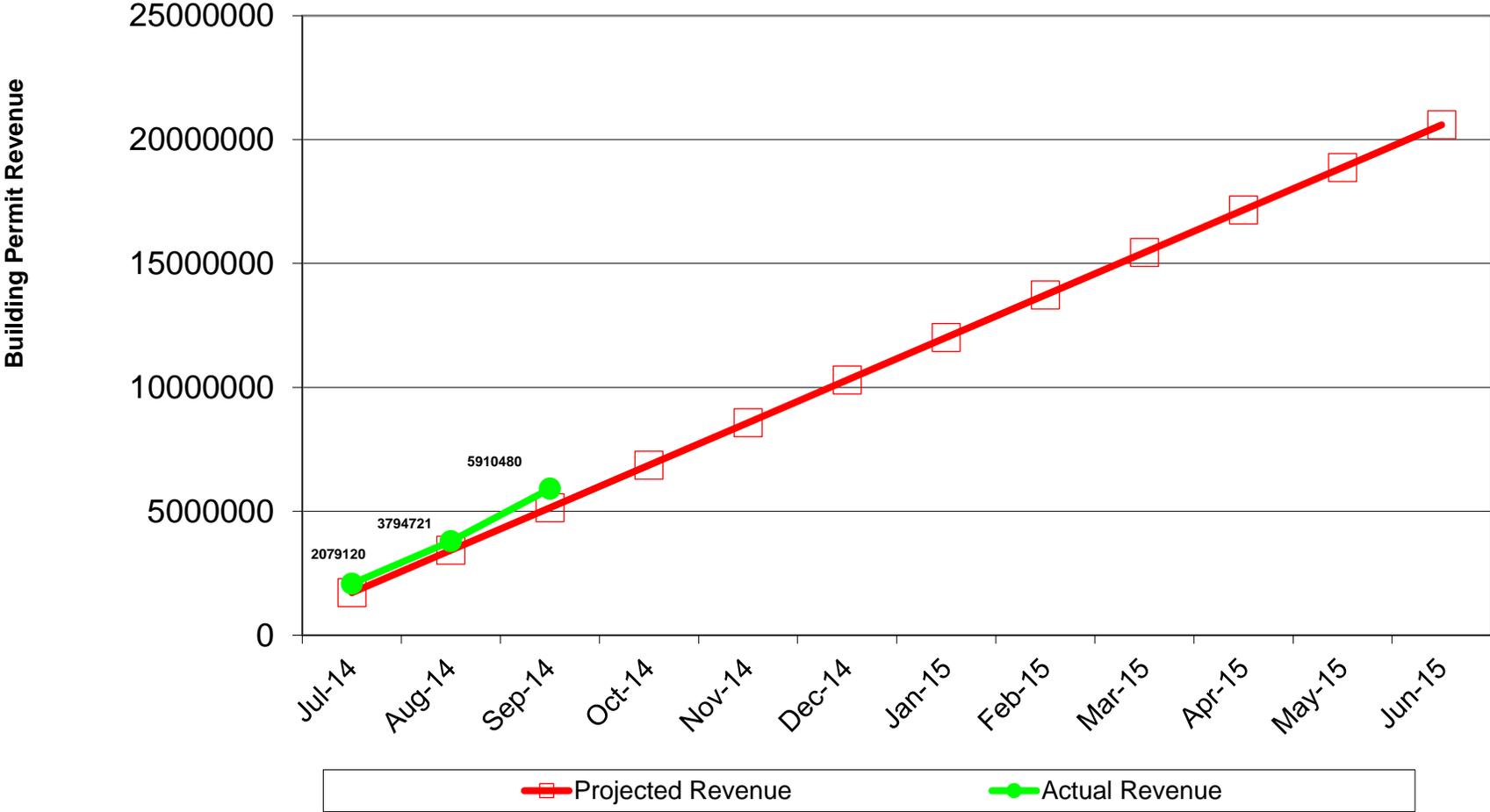
Largest Users: CFD 89%  
MCFM 70%

Critical Path Users: Building 32% (24% last quarter)  
Electrical 14% (14% last quarter)  
Mechanical 15% (12% last quarter)  
Plumbing 12% (17% last quarter)

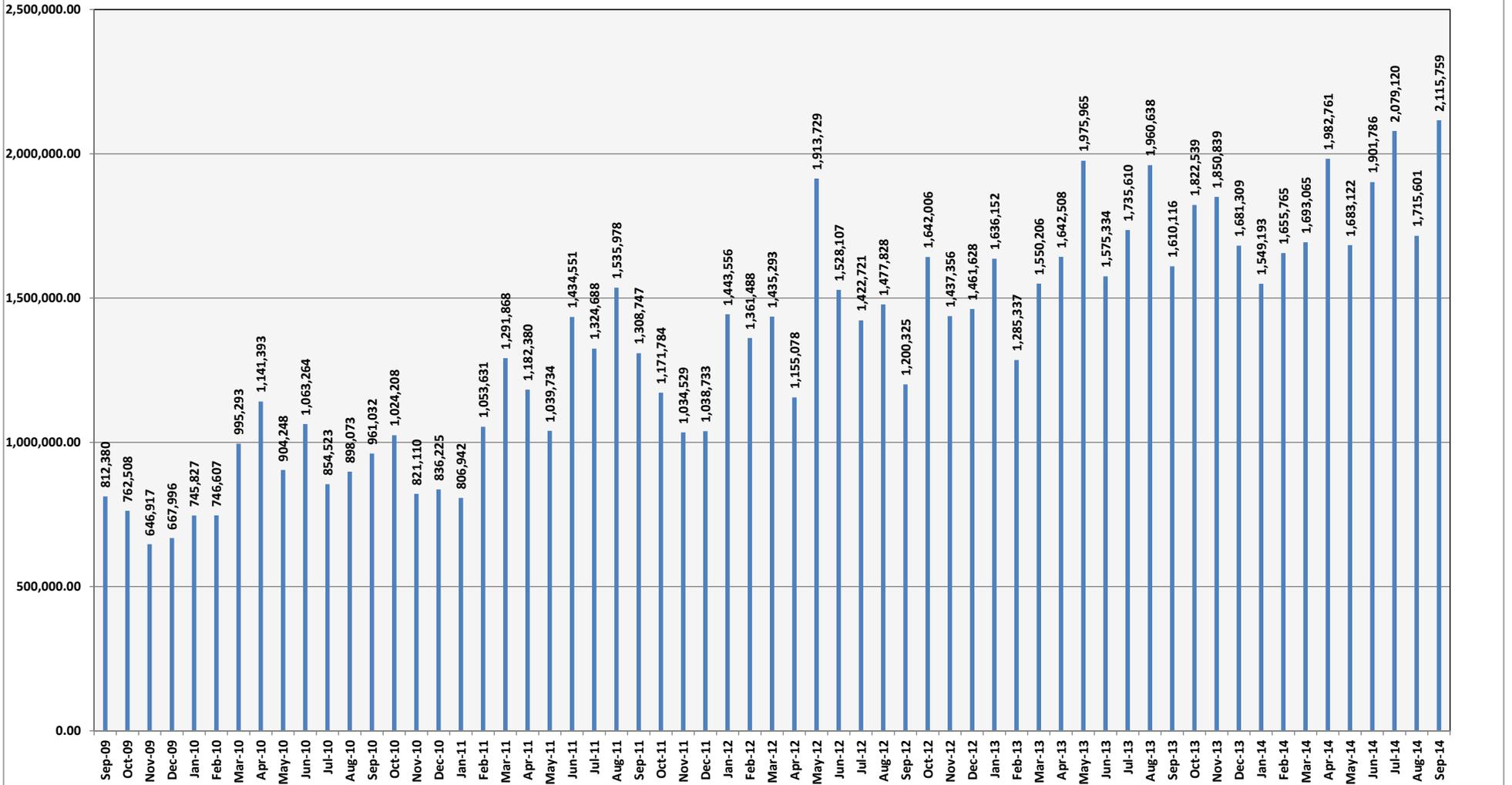


# Building Permit Revenue Fiscal YTD

**INCREASE/DECREASE**  
 September 2014 Permit Revenue = \$2,115,759  
 FY15 Year-To-Date Permit Revenue = \$5,910,479  
 15% *above* Projected YTD Permit Revenue

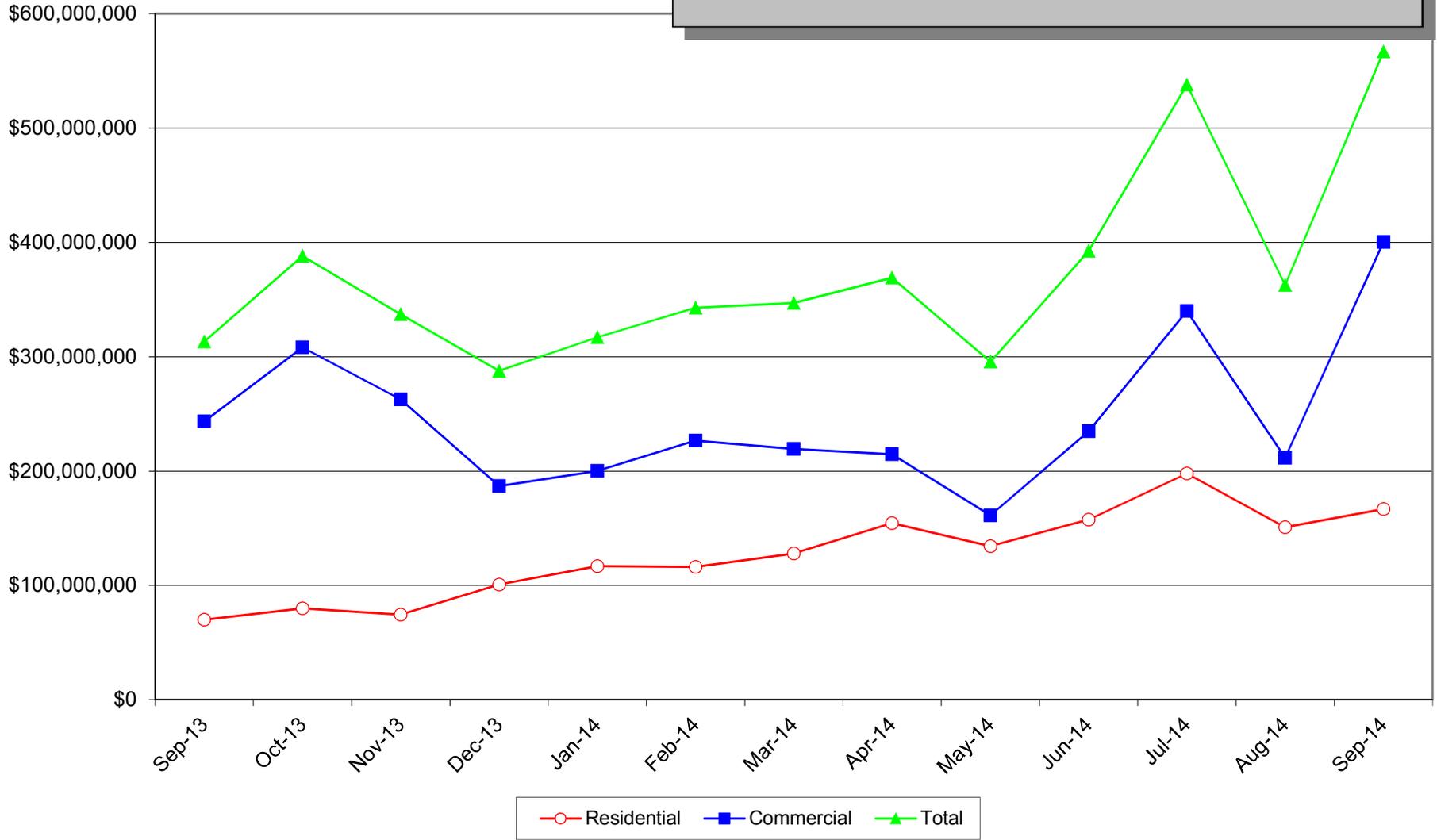


## PERMIT REVENUE 9-2009 thru 9-2014



# Construction Valuation

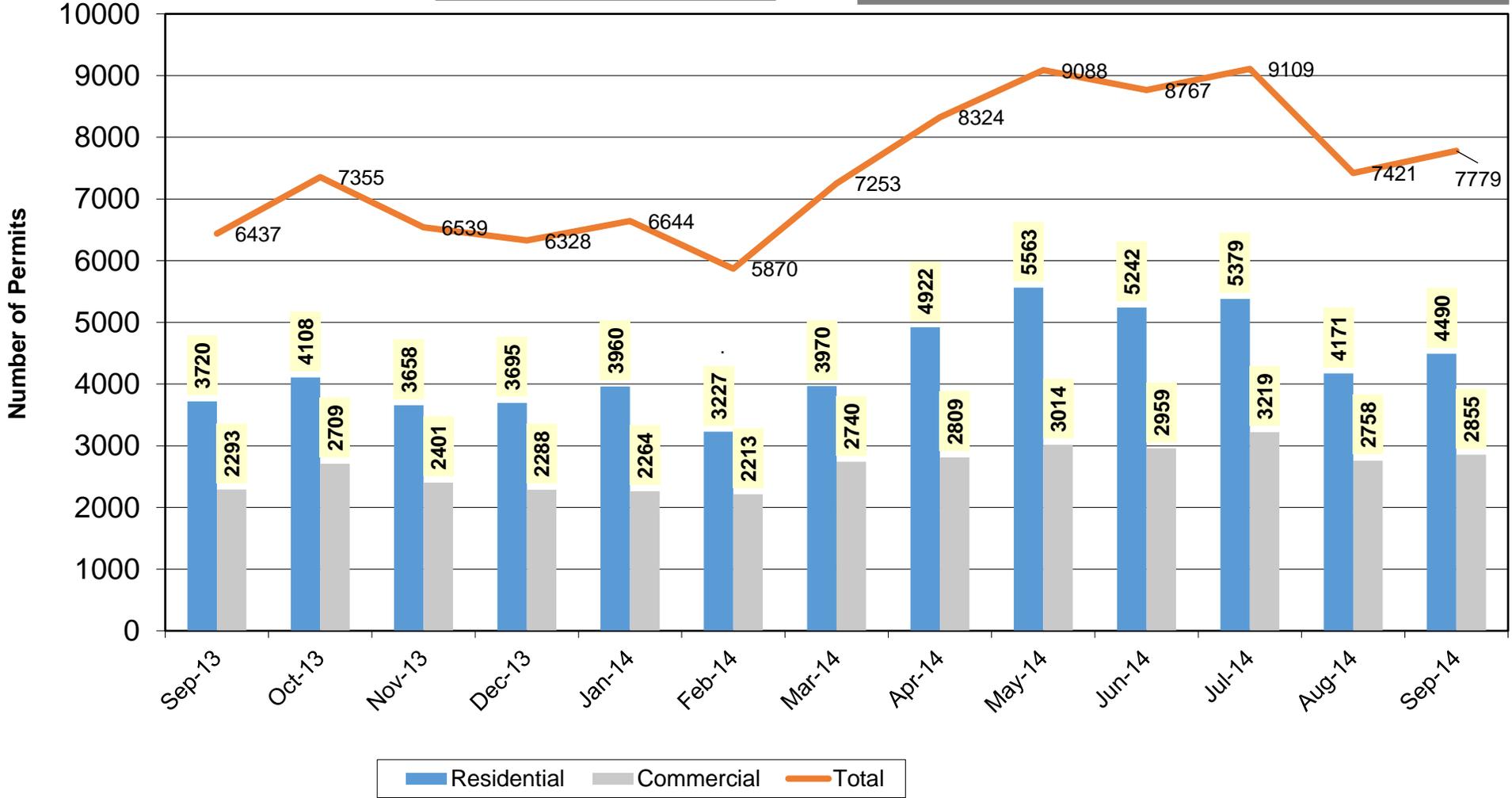
**INCREASE/DECREASE**  
**September 2014 Total = \$566,938,965**  
 FY15 YTD Total = \$1,467,421,713  
 FY14 YTD Total = \$918,025,205  
 FY15 up 37.44% from this time FY14



# Permits Issued

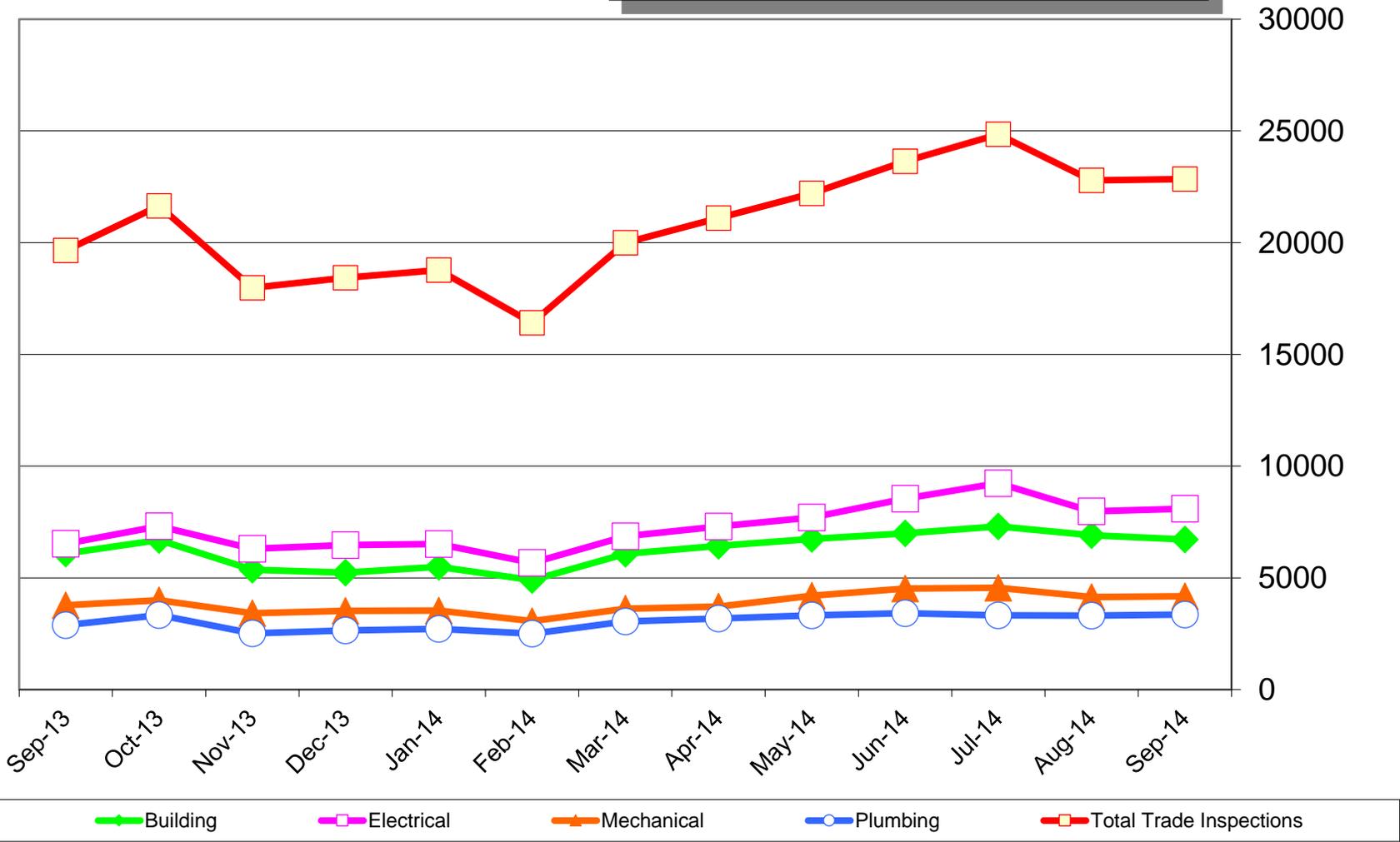
**INCREASE/DECREASE**  
 Residential up - 7.10%  
 Commercial up - 3.40%  
 Overall up - 4.60%

**FISCAL YEAR TO DATE PERMIT TOTALS**  
 Residential September FY15 = 14,040 FY14 = 12,980  
 Commercial September FY15 = 8,832 FY14 = 7,571  
 Total FY15 = 24,309 FY14 = 21,992



# Inspections Performed

**INCREASE/DECREASE**  
September 2014 Inspections Performed up 2.7%



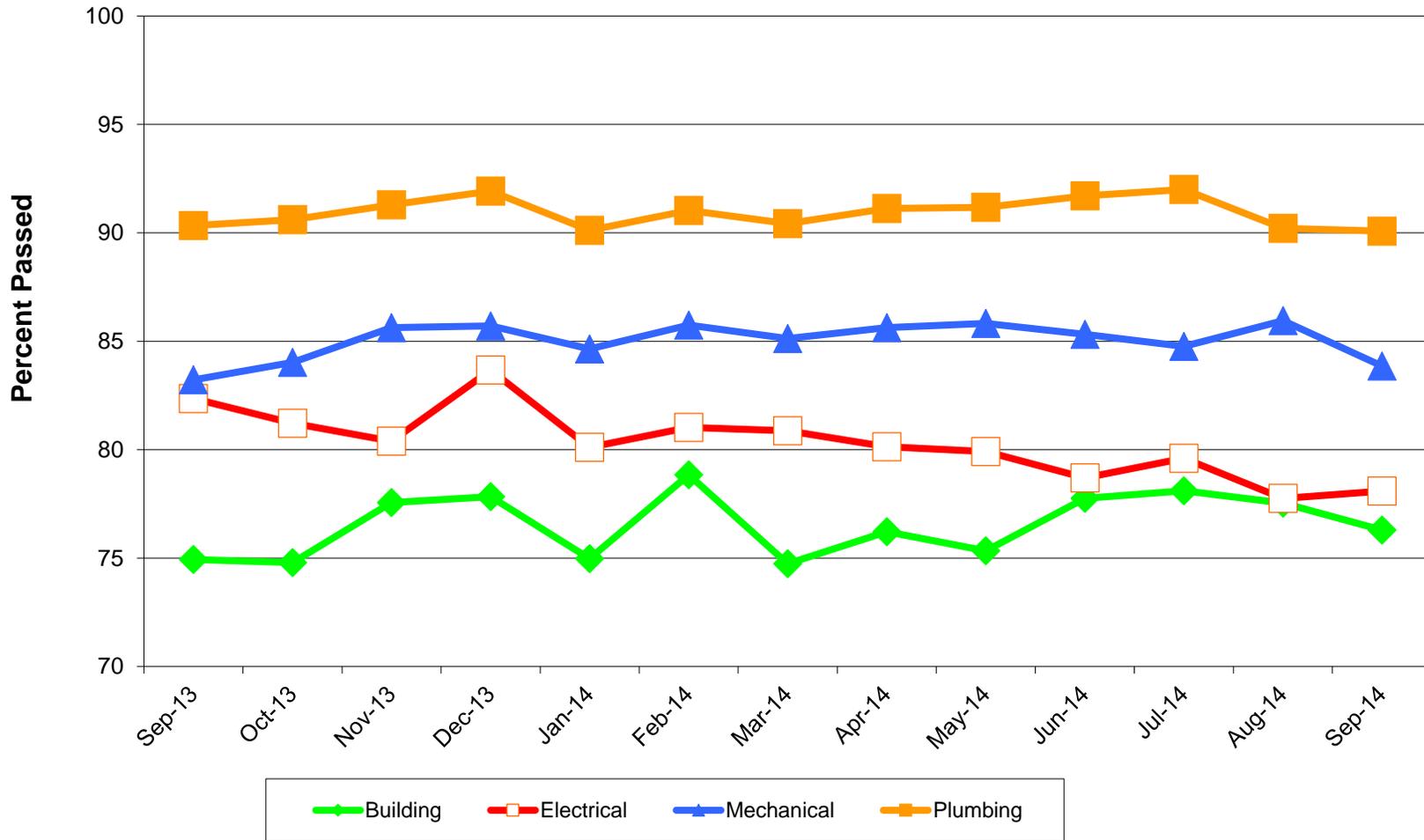
# IRT REPORT SEPTEMBER 2014

## Inspection Activity: Inspection Response Time (IRT Report)

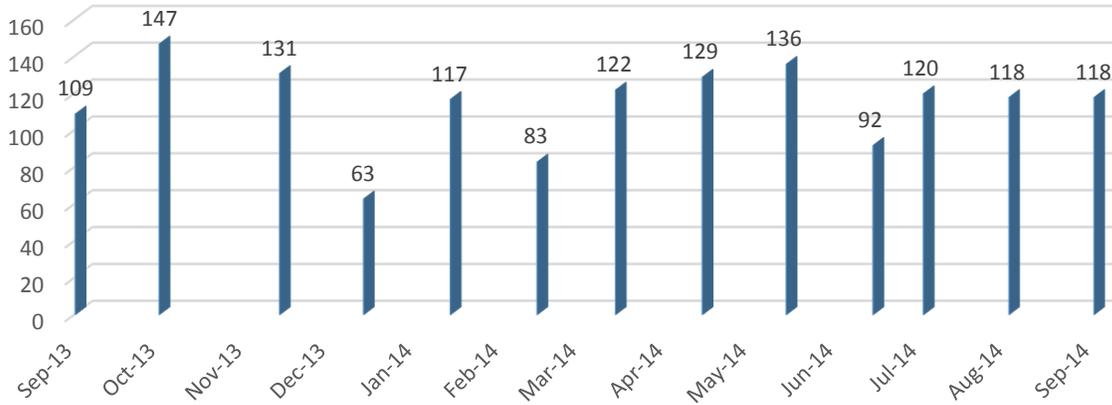
Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Aug	Sept	Aug	Sept	Aug	Sept	Aug	Sept
<b>Bldg.</b>	80.1%	75.8%	95.7%	94.0%	98.9%	98.9%	1.24	1.35
<b>Elec.</b>	50.3%	49.0%	80.2%	83.6%	95.5%	97.8%	1.73	1.69
<b>Mech.</b>	73.8%	62.7%	96.1%	94.0%	99.2%	99.3%	1.31	1.44
<b>Plbg.</b>	83.5%	81.2%	99.0%	98.3%	99.9%	99.8%	1.17	1.20
<b>Total</b>	68.8%	64.4%	90.8%	90.9%	97.9%	98.7%	1.42	1.47

# Inspection Pass Rates

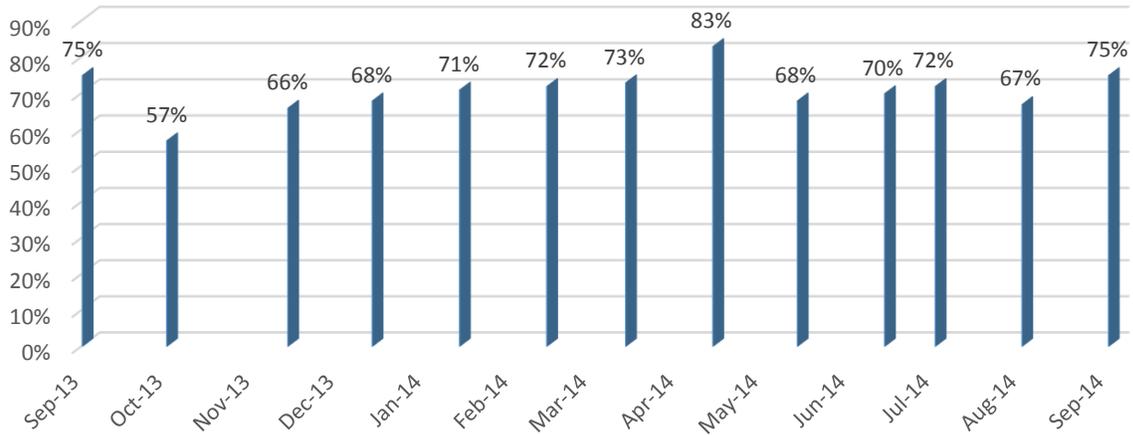
September 2014 Pass Rates	
Building	76.30%
Electrical	78.09%
Mechanical	83.86%
Plumbing	90.08%
<b>OVERALL:</b>	<b>81.01%</b>



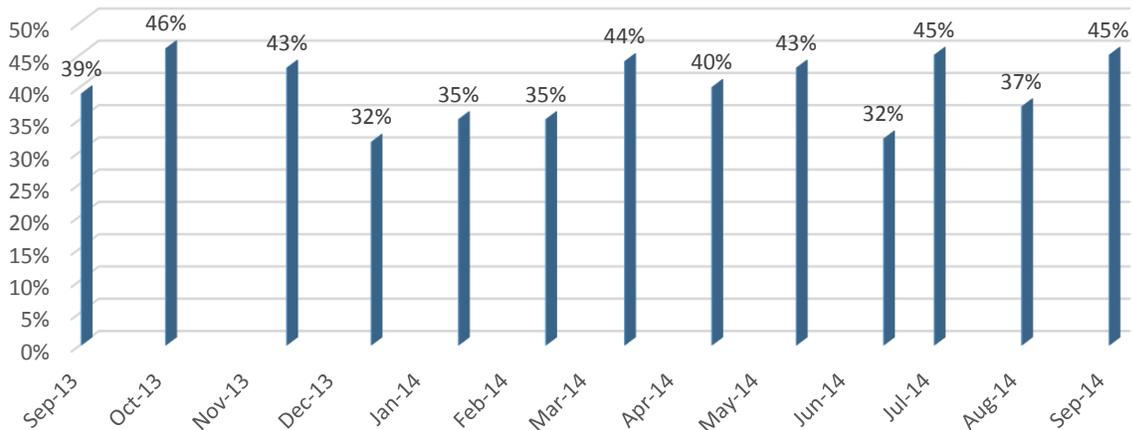
### September 2014 CTAC First Reviews



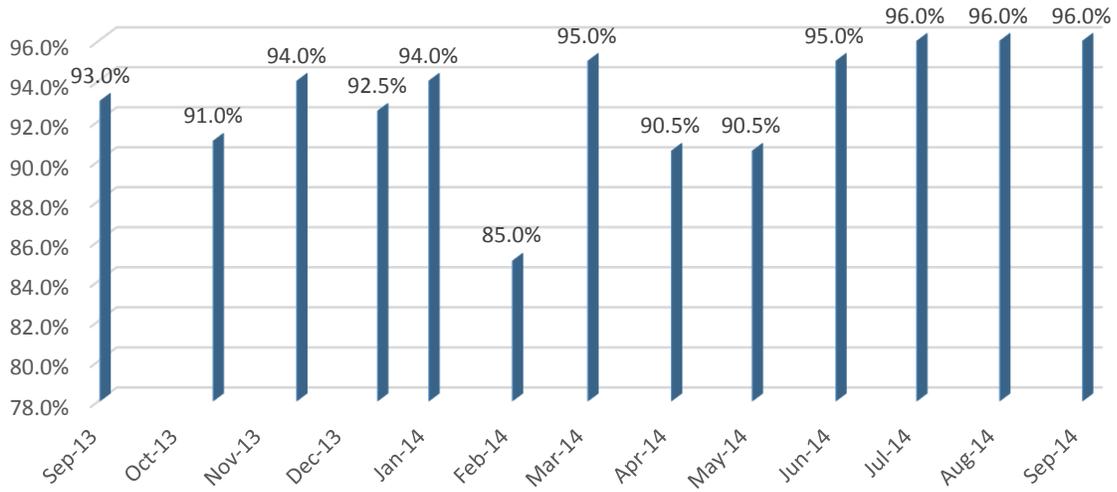
### CTAC Approval Rate



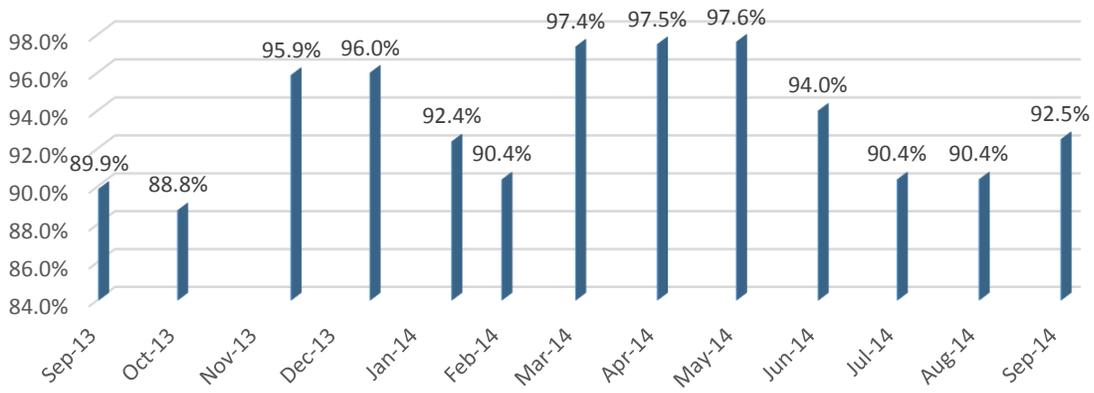
### CTAC % of On-Sch. & Express



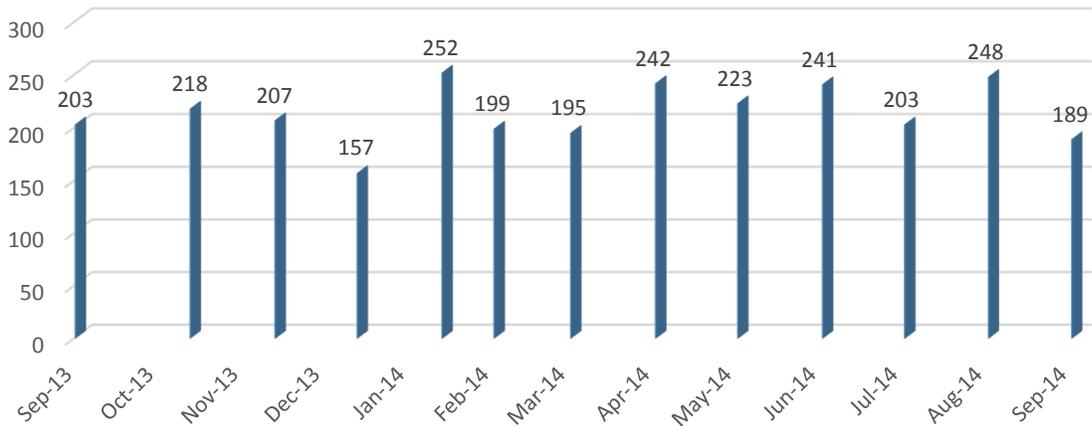
### September 2014 OnTime/Early BEMP



### September 2014 OnTime/Early All Trades



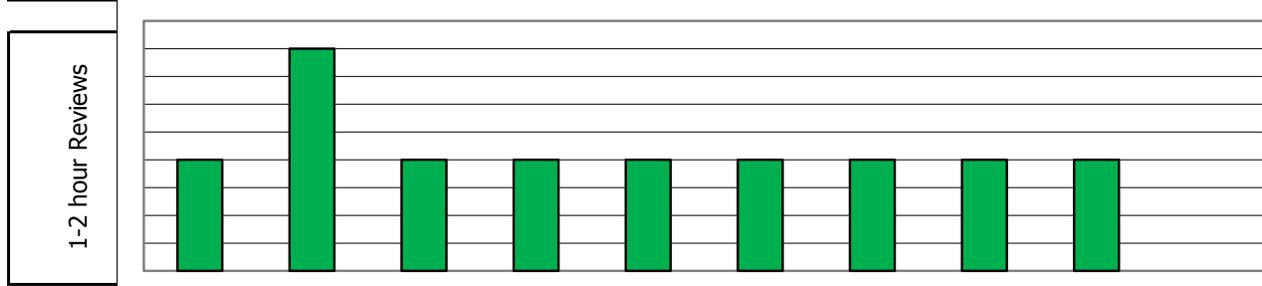
### September 2014 OnSchedule 1st Reviews



**September 29, 2014**

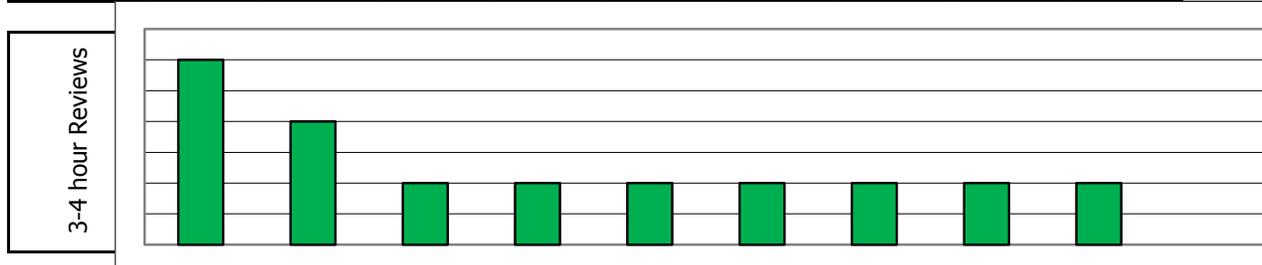
**Plan Review Lead Times for OnSchedule Review**

<b>9/29/14</b>	<b>Building</b>	<b>Electrical</b>	<b>Mech / Plumbing</b>	<b>County Fire</b>	<b>County Zoning</b>	<b>Backflow - CMUD</b>	<b>Health</b>	<b>City Zoning</b>	<b>City Fire</b>
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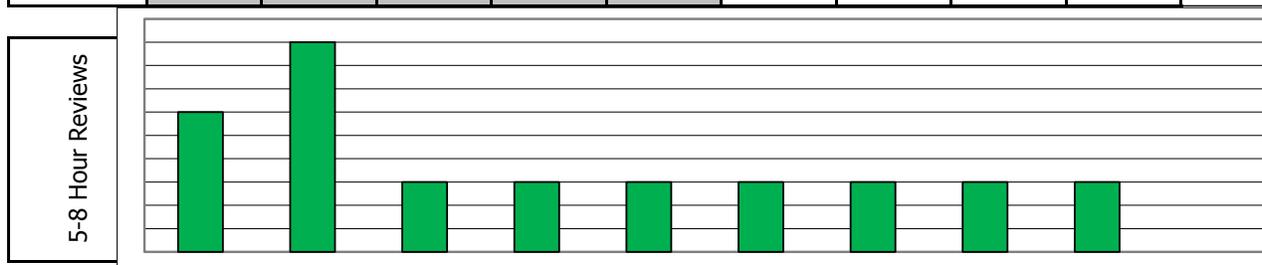
Working Days	2	4	2	2	2	2	2	2	2
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<b>9/29/14</b>	<b>Building</b>	<b>Electrical</b>	<b>Mech / Plumbing</b>	<b>County Fire</b>	<b>County Zoning</b>	<b>Backflow - CMUD</b>	<b>Health</b>	<b>City Zoning</b>	<b>City Fire</b>
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Working Days	6	4	2	2	2	2	2	2	2
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<b>9/29/14</b>	<b>Building</b>	<b>Electrical</b>	<b>Mech / Plumbing</b>	<b>County Fire</b>	<b>County Zoning</b>	<b>Backflow - CMUD</b>	<b>Health</b>	<b>City Zoning</b>	<b>City Fire</b>
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Working Days	6	9	3	3	3	3	3	3	3
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Green: Booking Lead Times within 2 weeks (10 - 14 work days = The Goal)  
 Yellow: Booking Lead Times within 3-4 weeks (15 - 20 work days)  
 Red: Booking Lead Times exceeds 4 weeks (21 work days or greater)

All booking lead times indicated are a snapshot in time on the date specified.  
 The actual booking lead time may vary on the day you submit the OnSchedule Application.

September 29, 2014

## Express Review

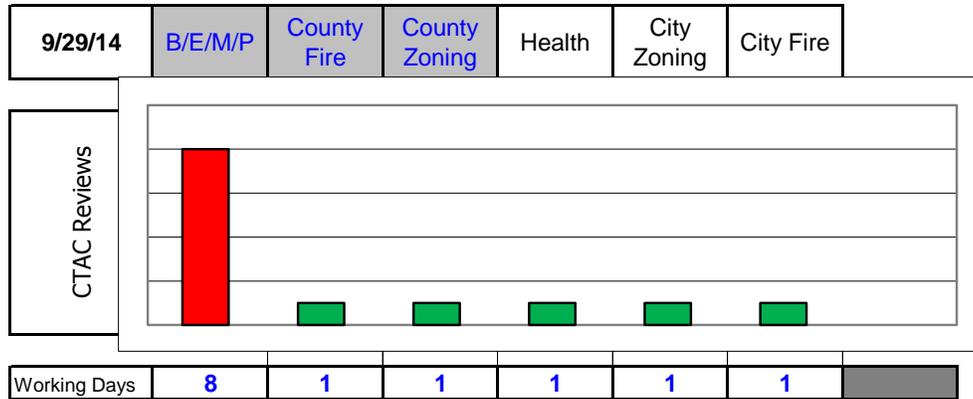
Appointments are available for:

Small projects in 5 working days

Large projects in 5 working days

Appointments are typically determined by the furthest lead time.  
 For Example: If M/P is 11 days, the project's appointment will be set at approximately 11 days.

### Plan Review Lead Times for CTAC Review



Green: Review Turnaround Times are within CTAC goal of 5 days or less  
 Red: Review Turnaround Times exceed CTAC goal of 5 days or less